Good for Doctors

Good for Patients

Good for Society
Accountable Care Organizations

• Groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high-quality care to their patients.

• Goals include delivering the right care at the right time, avoiding unnecessary duplication of services (reducing cost), and preventing medical errors (improving safety).

• Overall success in both delivering high-quality care and spending health care dollars more wisely results in shared savings for both the ACO and the insurance partner.
• BMJ 2007: “…combined and unceasing efforts of everyone – healthcare professionals, patients and their families, researchers, payers, planners and educators – to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development (learning)…”

• Batalden and Davidoff: “Healthcare will not realize its full potential unless change making becomes an intrinsic part of everyone’s job, every day, in all parts of the system.”

• Brull: “Although all improvement involves change, not all changes are an improvement!”
PI: Why?

• Improve patient **health**.
  • Appropriately screen/use preventive health services.
  • Consistently manage chronic disease/use evidence-based guidelines.
  • Reduce adverse events/improve safety.

• Make **doing the right thing** easy.
  • Improve processes and work flow.
  • Put information in easy-to-reach locations.
  • Eliminate duplicate work/data entry.
  • Communicate seamlessly/asynchronously.

• Increase your personal **satisfaction** and **joy**!
PI: Why Not?

• Time: no one ever has enough
• Money: implementation costs a pretty penny
• Apathy: we’re doing OK right now, why change?
• Technology: this #@%! EHR doesn’t work right
• People: we don’t have anyone to lead the charge
• Discomfort: it feels bad to fail

“If you want change, failure is part of the deal.”
But how does this apply to me?
ACO Performance Measures

- Chronic disease control: diabetes, heart disease, obesity, mental health
- Reducing spend: preventable ER visits, hospital admissions and readmissions, generic prescribing
- Primary prevention: well visits for both adults and children, immunizations, cancer screening, fall risk assessment, tobacco cessation …

And now ORAL HEALTH!
Colorectal Cancer Screening Rates

CRC Tracking in EHR

Hemoccult Kit on Counter

Referral Process Streamlined

Patient Information Handout Developed

EHR Data Verification
Questions?

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